Scott Christian UNIVERSITY

SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF BUSINESS ADMINISTRATION

UNIT CODE/NAME: BAH 301: EMPLOYEE RELATIONS

September – December 2019/2020 End Semester Exam - Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO Questions.

QUESTION ONE

a) Explain the rationale of employee relations. **(5 Marks)**
b) Highlight ten features of a well-developed workplace policy. **(5 Marks)**
c) List ten necessities for an operational internal communications strategy. **(5 Marks)**
d) Clarify five kinds of disciplinary action. **(5 Marks)**
e) Expound important requirements of participation and participative management. **(5 Marks)**
f) What causes complaints at workplace? **(5 Marks)**

QUESTION TWO

a) Explain the process you would employ to resolve a complaint at place of work. **(5 Marks)**
b) Explain how you would deal with an employee's termination. **(10 Marks)**

QUESTION THREE

a) Why is effective human resources communications highly underscored? **(1 mark)**
b) Explain four communication flow directions in an institute. **(4 Marks)**
c) Discuss a human resources manager should conduct a formal disciplinary process. **(10 Marks)**

QUESTION FOUR

a) Discuss five types of workplace policies. **(10 Marks)**
b) Explain five illustration of gross misconduct. **(5 Marks)**

QUESTION FIVE

a. Explain the role played by employee relations managers in an organization. **(5 Marks)**
b. Discuss involvement techniques that may motivate workers to be more involved and engaged at a workstation, therefore becoming contented and more industrious. **(10 Marks)**